



**Human Resources Enterprise  
Customer Council Meeting**

**March 3, 2004**

**1:30-3:30**

**Room #418, Fourth Floor  
Lucas Building**

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| 1. Call to Order                       | <b>Nancy Richardson</b>                |
| 2. Approval of 2-4-04 Minutes          | <b>Nancy Richardson</b>                |
| 3. HRE Customer Council Work Timelines | <b>Nancy Richardson</b>                |
| 4. FY05 Remaining Work                 | <b>Nancy Berggren/Nancy Richardson</b> |
| • Service Level Agreement              |  |
| • Rates                                |  |
| 5. Business Plan Review Discussion     | <b>Nancy Richardson</b>                |
| 6. Complaint Resolution Process        | <b>Nancy Richardson</b>                |
| 7. Future Meetings                     | <b>Nancy Richardson</b>                |
| 8. Close and Adjourn                   | <b>Nancy Richardson</b>                |